

VFC Tip Sheet: Emergency Hold Request For Vaccine Delivery

- 1) Get as much information from the provider office that wants to hold up a vaccine delivery.
 - a. Collect the date they want to hold a delivery.
 - b. Legitimate reason for the need to hold delivery (Illness with office staff, all staff out to training, office closed due to death).
 - c. Determine if delivery to be held includes frozen vaccines to be sent from Merck
 - d. Date they would like delivery to resume.
 - e. VFC PIN # and contact name and number to report status of delivery back to provider.
- 2) Call MDCH VFC staff to request hold on vaccine delivery
 - a. If you cannot get VFC staff on the phone, ask division secretaries to find VFC staff.
- 3) Provide all the above information to VFC staff.
- 4) MDCH VFC staff will contact McKesson and/or Merck to track the status of the order.
- 5) If Merck vaccine needs to be held: MDCH will contact Merck and they will let us know if they can relay the message to the carriers. If the order can be stopped, Merck will cancel the order and then re-enter it when it can be shipped again. (Please remember: this could greatly delay the delivery of varicella for the provider)

- 6) Please note: If McKesson reports the order has been packed and on the dock to be picked up by carrier, they cannot stop the order at that point.
- 7) McKesson can only hold orders until they meet the five contractual shipping days.
- 8) If shipments need to be held due to inclement weather, McKesson can hold them until the weather passes even if it takes them outside the five shipping days.
- 9) If the order is in transit when the request to hold is made, McKesson can recall the order as long as no one signs for the package.
- 10) Since every case is different, and several variables need to be considered, each call to hold an order will be determined by McKesson and/or Merck if the order can be held.